

HUMAN SERVICES

HELPING
CENTRAL
OHIOANS
THRIVE





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The Human Service Chamber of Franklin County, established in January 2010, is an association of human service organizations in Franklin County dedicated to improving the quality of human services through collaboration, advocating for the needs of their clients, and impacting public policy.



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Community Research Partners is a nonprofit research center that strengthens communities through data, information, and knowledge. CRP is a partnership of the City of Columbus, United Way of Central Ohio, The Ohio State University, and the Franklin County Commissioners. CRP is the Ohio partner for the national Working Poor Families Project and a partner in the Urban Institute's National Neighborhood Indicators Partnership.



THE COLUMBUS FOUNDATION

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A community foundation serving donors and communities primarily in central Ohio as a charitable trust and nonprofit corporation.

WHO

ARE HUMAN SERVICES?

Central Ohio is known as a great place to live, work, and play. However, too many residents do not have the capacity or opportunity to take advantage of what our community has to offer. Human service agencies provide that opportunity by meeting emergency and basic needs, increasing self-sufficiency, and improving the quality of life for those they serve.

WHAT

ARE HUMAN SERVICES?

WHY

ARE HUMAN SERVICES
IMPORTANT?

This report is a picture of human services in Central Ohio. It incorporates data and research collected by Community Research Partners and program information and stories provided by the Human Service Chamber of Franklin County and its members.^a The result is a new perspective on the needs of our community and how human services help all of us thrive.

"Economic success depends on our being a community mindful of the potential of all of our residents. To put it succinctly, we prosper when we care."



PRESIDENT AND CEO
The Columbus Foundation
December 2011

FOREWORD FROM DOUG KRIDLER

It has been observed that Columbus has benefited mightily from not being founded on a navigable waterway. As a result, our growth has not been tied to an industrial base that has been declining precipitously. Instead, it has been built on the realities, opportunities, and needs of the national and world economies in the late twentieth and early twenty-first centuries. This has produced fifty years of unprecedented and impressive growth for Central Ohio. Such a result fills us with a sense of optimism and opportunity about what is ahead for our community.

The work of human service organizations is also about opportunity. This report does a tremendous job of helping us understand this point, as it makes the case that our community will thrive if everyone has the opportunity to be healthy, be prepared through educational services, be self-sufficient, be safe and secure, be independent, and be connected. This is nothing short of a recipe for building a brighter future for our community by addressing the challenges facing people on an individual level.

Our community has recently launched a strategic, ambitious, and well-funded economic development effort, Columbus2020!, to attract new jobs and increase per capita income in our region. The discipline, research, and courage behind that effort is truly impressive and inspiring. There is a clear understanding that new ways of thinking and acting are necessary if we are going to compete for talent and businesses going forward.

This report provides us with that, as well—new ways of understanding the contributions made by human service organizations, enabling us to better understand the opportunities for our region provided by a robust and healthy

human service sector. Page after page of the impressive information captured in this report show how human service organizations provide our community with an enormous, direct quality of life return on investment.

More importantly, this report allows us to better understand how broad the scope of opportunity is to affect the future of this region. The recipe for economic success depends on our being a community mindful of the potential of all of our residents. If our goal is to prosper, then we must care about opportunity for all to do so. To put it succinctly, we prosper when we care.

Fortunately, our human service organizations are led by some of the most resourceful, nimble, and accountable leaders in our community. They are strategic business leaders who work in challenging environments to whom we owe our respect and thanks. Their support, as well as the support of their boards, staffs, volunteers and funders, make the accomplishments in this report possible. They give us even more reason to be optimistic about our community's future.

"We know, and research proves, that the best investment a region can make to secure its future is an investment in its people."



EXECUTIVE DIRECTOR
Human Service Chamber
of Franklin County
December 2011

LIFTING ALL BOATS

The Human Service Chamber of Franklin County is excited to share Helping Central Ohioans Thrive. This important report outlines the critical role human service organizations play in advancing opportunity for residents all across our great community.

The Human Service Chamber undertook this effort as part of its mission to provide one voice for the human service sector and the clients our agencies serve. Central to this mission is our belief that in order to improve our economic future our city, our county, and our state we must make smart policy investments in quality human services. We know, and research proves, that the best investment a region can make to secure its future is an investment in its people.

As you read through this report, we believe you will discover the bold and innovative work that human service organizations are undertaking to make our region a dynamic and thriving place for all who live here. You'll also find examples of:

BEST PRACTICES Columbus is a cutting edge city, home to many powerhouse brands and companies. The human service sector in Columbus is also developing pioneering solutions for tackling issues that impede the spreading of opportunity to all.

EFFICIENCIES Human service organizations, now more than ever, are finding creative ways to ensure that every dollar possible goes to support the life-affirming work of creating opportunity for all who access their services.

COLLABORATION In a climate of scarce resources, we all have to do more with less. Cost savings are only one-half of the equation. Human service organizations have always

been leaders in building partnerships. Now more than ever, organizations are coming together to deliver services, as well as to share space, staff, and other resources.

ECONOMIC IMPACT Most people know about the social good our organizations deliver every day. What they aren't as aware of is the economic impact of our work. Human service organizations are critical to providing the quality of life that enables growth and economic development.

In a nutshell, this is a report about opportunity. It's about opportunity to ensure that:

Our neighbors have access to food and shelter

Our children have access to quality early learning experiences

Our parents and grandparents have access to physical and mental healthcare

Our community has access to a strong and responsive human service system when life doesn't go as we planned.

We invite you to join with us in our commitment to advance opportunity, prosperity, and growth for everyone, not just for some, but for all of our neighbors.

WE OFTEN THINK OF
“HUMAN SERVICES” IN
TERMS OF PROGRAMS,
BUT IN REALITY, HUMAN
SERVICES ARE ABOUT
PEOPLE WORKING
TOGETHER TO IMPROVE
OUR COMMUNITY.

Human services are woven into the fabric of our community. It is a network of people who fund, provide, and use services that advance education, employment, housing and food stability, recreation, health, and much more. We all know someone who has used human services—a family member, a friend, a neighbor, a co-worker, or even ourselves.



+ Professional staff

+ A volunteer

WHO

+ A donor

+
A board
member

+
A funder

ARE HUMAN SERVICES?

+
A neighbor

+
A family

+
A friend

Human services are there when we need them because of the many people who want to make our community a better place for everyone. Agencies that provide human services are doing more with less, which is possible because of generous funders and donors, dedicated professional staff, and hardworking volunteers. They make sure that services are available, even in difficult economic times. Without them, a child may not have a safe place to be after school; a parent may have to decide between going to work and staying home to care for a child; a senior citizen may have to choose between buying food and paying the electric bill.

The impact of human services can be measured by the number of people served in the face of growing needs. But just as important is how human services help people thrive. The information on the following pages quantifies the need for human services and describes how the work of human service agencies provides opportunities for people to be:

SELF-SUFFICIENT + HEALTHY + PREPARED + SAFE AND SECURE
INDEPENDENT + CONNECTED

A GROWING COMMUNITY WITH GROWING NEEDS

Even without major demographic and economic changes, the need for human services has increased simply because the Central Ohio population is growing. However, the groups that are most in need of human services have increased at far greater rates than the overall population.

FRANKLIN COUNTY 10-YEAR GROWTH RATES^b

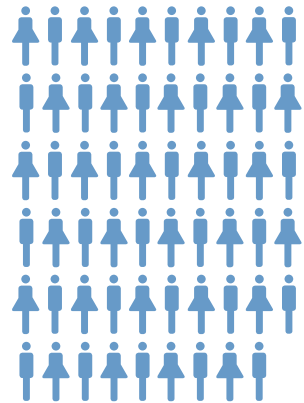
+9%

TOTAL POPULATION



+59%

NEW IMMIGRANTS



+75%

PERSONS IN POVERTY



+220%

UNEMPLOYED PERSONS





OUR COMMUNITY WILL THRIVE IF EVERYONE HAS THE OPPORTUNITY TO BE:

SELF-SUFFICIENT

"Andy suffers from a history of bipolar disorder. When his illness was compounded by a back injury and fibromyalgia his concerns about earning income to support his family mounted. With business training from EnterpriseWorks, Andy developed a sound business plan, completed training in small motor mechanics, and qualified for assistance to purchase much needed adaptive equipment for his business. Today he provides lawn mower and small engine repair, and custom trailer building, and sells antique farm equipment. To date, sales have reached as far as Canada, New York and Wisconsin."

—Enterprise Works Success Story

WHO MAY NEED SELF-SUFFICIENCY SERVICES IN FRANKLIN COUNTY?

110,401

individuals who had an income under 50% of the poverty level (\$11,025 for a family of 4) in 2010.¹

47,500

persons age 16 and over who were unemployed in September 2011.³

417,851

persons who had an income below 200% of the poverty level, generally considered the minimum needed for self-sufficiency, in 2010.²

DURING ONE YEAR, HUMAN SERVICE AGENCIES ADDRESSED SELF-SUFFICIENCY NEEDS FOR:

6,000

Columbus residents who received employment, child care, health screening, and teen parenting services at **Central Community House**.

12,000

African Americans and disadvantaged persons who were assisted with career, education, and housing services at the **Columbus Urban League**.

3,300

individuals who received services for supported living, workforce development, and paid work opportunities from **Goodwill Columbus**.



OUR COMMUNITY WILL THRIVE IF EVERYONE HAS THE OPPORTUNITY TO BE:

HEALTHY

"As the only non-profit agency that specifically provides blood glucose testing, diet and nutrition counseling, and diabetes self-management education in Central Ohio, Central Ohio Diabetes Association makes a daily impact on the lives and health of those who are impacted with this disease. CODA is keeping our local community healthier than it would be in our absence!"

—DYLAN HARDY, Board Member,
Central Ohio Diabetes Association

WHO MAY NEED HEALTH SERVICES IN FRANKLIN COUNTY?



An estimated **11,000 high school girls** and **7,000 high school boys** who reported in 2007 feeling sad or hopeless for two or more weeks in a row, which interfered with usual activities.⁴

30,000

adults who were connected with mental health services and substance abuse treatment through the ADAMH system in 2009.⁵

85,000

adults who had diabetes in 2009.⁶

DURING ONE YEAR, HUMAN SERVICE AGENCIES ADDRESSED HEALTH NEEDS FOR:

4,100

youth who received counseling and other mental health services at **Buckeye Ranch** and **Rosemont Center Inc.**

22,000

people who received counseling at **Concord Counseling Services**, **Dublin Counseling Center**, and **Northwest Counseling Services**.

1,100

individuals who underwent substance abuse counseling and treatment at **Amethyst, Inc.**, **House of Hope**, and **Project Linden**.

26,400

people who received services to detect, prevent, and learn to live well with diabetes at the **Central Ohio Diabetes Association**.



OUR COMMUNITY WILL THRIVE IF EVERYONE HAS THE OPPORTUNITY TO BE:

PREPARED

"Our students believe they can attend college because they visit dozens of colleges a year. Last year we sent 62 seniors to college. I received a text message from one of my former students after his first day of college and it simply said, 'Thank you for believing in me when no one else did. I love it here.' This was from a student who spent most of his freshman and sophomore years in the assistant principal's office, but just as much time with me in the after school program. Once we got him to buckle down late in his junior year, his focus was remarkable."

—STEVE KING, *School Resource Coordinator, Communities In Schools of Central Ohio, Whitehall-Yearling High School*

WHO MAY NEED EDUCATION SERVICES IN FRANKLIN COUNTY?

2,924

children in Franklin County schools who scored in the lowest band on the Kindergarten Readiness Assessment—Literacy test in the 2010–11 school year.⁷

2,963

8th grade students in Franklin County schools who were not proficient in math during the 2010–11 school year.¹⁰

2,611

3rd grade students in Franklin County schools who were not proficient in reading in the 2010–11 school year.⁸

78,390

adults age 25 and older who were not high school graduates in 2010.¹¹

54,593

persons age 5 and older who spoke English less than "very well" in 2010.⁹

27,234

persons who received referrals to quality childcare from **Action for Children**.¹²

DURING ONE YEAR, HUMAN SERVICE AGENCIES ADDRESSED EDUCATION NEEDS FOR:

390

children who developed the physical, social, emotional, and learning skills needed for success in kindergarten and first grade at **Columbus Early Learning Center**.

360

youth who strengthened their life and social skills at **Starr Columbus Hannah Neil Center** and **LeaderSpark**.

1,300

children who received educational support from **Communities in Schools**.

3,000

residents who learned English language skills through **Columbus Literacy Council** programs.

"From day one all of your staff has been prepared, positive and supportive. That type of support is what every parent needs. Thanks so much for helping Adriana and Mattie with a positive early learning experience."

—MOTHER OF TWO CHILDREN ATTENDING, *Southside Learning & Development Center*



OUR COMMUNITY WILL THRIVE IF EVERYONE HAS THE OPPORTUNITY TO BE:

SAFE + SECURE

"The typical homeless family at our Family Center has an average annual income of \$2,280. Sixty percent are new to the shelter system. In 2011, we had 115 families, up from 59 in 2009. These families are starting over with nothing, but we help 70% find a home within one month."

—GINGER YOUNG, Director of Housing Programs, YWCA Columbus

WHO MAY NEED BASIC NEEDS SERVICES IN FRANKLIN COUNTY?

9,649

property owners who received a foreclosure filing in 2010.¹³

101,639

renter households who were cost burdened, paying 30% or more of their income for housing costs, in 2010.¹⁵

DURING ONE YEAR, HUMAN SERVICE AGENCIES ADDRESSED BASIC NEEDS FOR:

730

residents who were placed in quality, affordable housing and linked with resources to maintain stable housing by **Community Properties Impact Corporation**.

104,000

people who received emergency shelter, affordable housing, food assistance, and other vital services from **Lutheran Social Services of Central Ohio**.



1,119



3,425



756

3,425 men, 1,119 women, and 756 families (including 2,550 individuals) who entered emergency shelter from July 2009 through June 2010.¹⁴

215,347

people who called **HandsOn Central Ohio** in 2009 seeking food pantry assistance.¹⁶

1,500

clients who received foreclosure prevention services from **Columbus Housing Partnership**.¹⁷

790,000

persons who had food requests at Franklin County pantries supplied by **Mid-Ohio Foodbank**.¹⁹

19,600

households who received utility assistance from **IMPACT Community Action**.¹⁸



OUR COMMUNITY WILL THRIVE IF EVERYONE HAS THE OPPORTUNITY TO BE:

INDEPENDENT

"We encountered your center approximately 15 years ago when our youngest son was diagnosed with a severe articulation delay and other speech problems. Columbus Speech & Hearing Center made a difference in our lives, and it is something we don't take lightly and will never forget. Chris is doing well and is now a sophomore in college. We are proud of his accomplishments and firmly believe much of his success is due to the jump start and assistance he received in the care of your operation."

—**MOTHER** of a client of Columbus Speech & Hearing Center

WHO MAY NEED INDEPENDENT LIVING SERVICES IN FRANKLIN COUNTY?

14,963

residents age 5 to 64 who had a hearing difficulty in 2010.²⁰

19,148

persons age 65 and over who had an independent living difficulty in 2010.²²

13,651

residents ages 5 to 64 who had a vision difficulty in 2010.²¹

DURING ONE YEAR, HUMAN SERVICE AGENCIES ADDRESSED INDEPENDENT LIVING NEEDS FOR:

10,000

people who received communication and vocational independence services at **Columbus Speech and Hearing Center**.

2,300

people of all ages who cannot use standard print due to a disability who participated in **VOICE Corps Reading Service**.

8,900

low-income residents and senior citizens who received high quality legal representation from the **Legal Aid Society of Columbus**.



OUR COMMUNITY WILL THRIVE IF EVERYONE HAS THE OPPORTUNITY TO BE:

CONNECTED

"America's future will be determined by how we as a community support our families in their homes and how we support their educational needs. We have found that our children become what they are taught. Therefore we must watch what we teach, how we live, and embody model examples of leadership within reach to strengthen our families and our community."

—MICHELLE M. MILLS, *Columbus City Councilmember*

WHO MAY NEED COMMUNITY SERVICES IN FRANKLIN COUNTY?

52,261

single-parent headed households with children in 2010.²³

147,436

individuals living alone in 2010.²⁵

113,466

girls between ages 5 and 19 in 2010.²⁴

118,072

boys between ages 5 and 19 in 2010.²⁶

DURING ONE YEAR, HUMAN SERVICE AGENCIES ADDRESSED COMMUNITY SERVICES NEEDS FOR:

3,400

children and families in Columbus who received food, family services, and other support from **Clintonville-Beechwood Community Resources Center**.

12,200

individuals from Franklinton and surrounding neighborhoods who participated in education and recreation programs, emergency assistance, and advocacy and support provided by **Gladden Community House**.

40,000

girls who learned new skills and developed leadership potential at the **Girl Scouts of America's Heartland Council**.

40,600

boys who gained decision making skills and increased curiosity to learn through the **Simon Kenton Council, Boy Scouts of America in Central Ohio**.

WHAT

+ education

+ housing

+ childcare

+
food

+
employment

ARE HUMAN SERVICES?

+
mental
health

ENSURE A BRIGHT FUTURE

FOR YOUTH DEVELOPMENT
Nurturing the potential of
every child and teen

JOIN US
WE'RE MAKING
A DIFFERENCE



Human service organizations aim to provide services that contribute to positive outcomes for the people they serve, while making efficient use of community resources. They do this with strategies that include:

INTERVENTION AND PREVENTION + COLLABORATION + BEST PRACTICES

"I truly believe Alvis House provides people who are in the criminal justice system with the tools to be productive members of our community. Basic skills include how to get and keep a job, how to be a parent (more specifically a father) to your children, and how to make good decisions. Alvis House transitions people back in the community by providing these skills and much more. At our board meetings we hear from so many clients that talk about how Alvis House changed their lives and they no longer live the lifestyle they did before."

—STEPHEN L. MCINTOSH, Judge,
Franklin County Court of Common
Pleas and Alvis House Executive
Committee member

INTERVENTION AND PREVENTION

A part of enhancing wellbeing is preventing problems. Intervention and prevention strategies seek to address challenges to independence, stop a crisis from happening, or build healthy behaviors, in an effort to avoid future harm and support success.

The **AIDS Resource Center Ohio** has a mission to reduce the number of people who participate in risky behavior and to decrease the likelihood of spreading HIV and other sexually transmitted diseases. Their prevention efforts include broad educational presentations to the public, client-level risk assessments, and targeted outreach-awareness events.

Directions for Youth and Families offers both prevention and intervention services. At the Short Stop Youth Center, preventive education programs address leadership development, anger management, conflict resolution, decision-making, problem solving skills, personal goal-setting, and consequences of self-destructive behaviors. Youth may participate in creative activities such as film club, theatre, visual arts, vocal and instrumental music, and dance. Directions for Youth and Families also provides in-home and site-based counseling to individuals and families. The agency offers 24-hour crisis intervention services.

Columbus Speech and Hearing Center provides services to improve communication and vocational independence for people with speech and hearing challenges. By intervening with children at an early age, they can help to prepare children to succeed in school.

"When my child began, he was so disconnected from the world around him that we weren't even sure he knew who we were. Today, he is finishing his kindergarten year in public school, with no aide support, going to peer's birthday parties, playing in the community soccer league, and is most proud of his recent achievement of his Camouflage belt (Intermediate Level) at Tae Kwon Do. He is achieving at the top of his class in reading and math, and is well known throughout the school for his smile and sense of humor! ...There is really nothing he can dream to do that would be out of his reach in spite of his autism diagnosis."

—COLUMBUS SPEECH AND HEARING CENTER CLIENT



“Our core partners agree that the scope and complexity of teen pregnancy, and especially parenthood, have called for a necessary and community-wide response. We believe it’s groundbreaking because we have the community’s most trusted and effective service agencies and organizations. This collaboration demonstrates increased accessibility, utilization, as well as decreased duplication or overlap, of services within Franklin County.”

—**TOSHIA SAFFORD**, *President & CEO*
The Center for Healthy Families

COLLABORATION

Human services agencies do not stand alone, but work together to meet community needs. This decreases duplication of services, takes advantage of areas of expertise and specialization, and creates economies of scale. In a number of cases, collaborations have led to agency mergers.

Project Linden and **Columbus Area, Inc.** work together to serve people who are experiencing addiction to alcohol and/or other drugs. Columbus Area, Inc. provides residential treatment, and Project Linden provides outpatient services so they are not duplicating services. Upon assessing the client’s needs, a staff member will either admit the client into the program or make a referral to the other agency, depending on the intensity of treatment needed. Most importantly, neither agency turns anyone away because of inability to pay. This partnership is successful, because it assures that the needs of each client is met.

The Furniture Bank of Central Ohio works in collaboration with social service agencies to identify families in need of furniture. A wide variety of central Ohio social service agencies refer families to the Furniture Bank, as well as sponsors such as churches, employers, schools, or civic organizations. A referring agency pays an administrative fee of \$45–\$60 for each referral, and the Furniture Bank raises the remainder of the \$250 it costs on average to give a family 13–15 pieces of furniture conservatively valued over \$500. The Furniture Bank helps partner agencies leverage a \$45–\$60 fee into 13–15 pieces of furniture for their clients.

The Center for Healthy Families (CHF) strategically collaborates with partners, including Directions for Youth and Families, IMPACT Community Action, Columbus Early Learning Centers, Columbus Urban League, and Big Brothers Big Sisters. CHF designed the Healthy Family Connections program as a cooperative service network, or “hub model,” in Franklin County that assists pregnant and parenting teens. The Healthy Families Connections network offers services such as education, health care, parenting education, mentoring, financial literacy, leadership development, and employment training.

A number of agencies have undergone mergers to minimize duplication of services, reduce costs, and expand service areas:

- **LifeCare Alliance** has completed four mergers over the last eight years with Meals-on-Wheels of Madison County, Project Open Hand-Columbus, the Columbus Cancer Clinic, and IMPACT Safety.
- **Girl Scouts of Ohio’s Heartland Council, Inc.** merged with two other councils in 2009.
- **Columbus Aids Task Force** merged with the statewide AIDS Service Organizations to become **AIDS Resource Center Ohio**, which provides services in 60 Ohio counties.
- **United Cerebral Palsy** merged with **Goodwill Columbus** to more effectively serve individuals with disabilities.

“By providing safe and sober housing, coupled with gender and family specific counseling, these families get the opportunity to become healthy, not only physically, but also mentally. This leads to independence— independence from drugs, government aid, and being a ‘burden’ on the family. This breaks the cycle of addiction and abuse that is often passed down from generation to generation.”

—MICHELLE KERR, *President of Oxford Consulting & Amethyst, Inc. Board Member*

BEST PRACTICES

There are many examples of best practices in client services and in program administration used by human service organizations. These include evidence-based practices, which have undergone rigorous evaluation, and theory-based practices, where practitioners share information about what works based on their knowledge and experience.

The Homeless Families Foundation is a shelter for homeless families. Its program includes shelter in separate apartment units, support services for homeless families with children, and a Children’s Education Center for after school and summer tutoring and enrichment for K–8th grade students. It operates using the Housing First model, which is based on the premise that most families, with some help, are capable of living independently and can best work to address their issues when they are in a stable, long-term home environment.

The Columbus Federation of Settlement Houses implemented a web-based data management system to provide all Central Ohio settlement houses with a comprehensive tool to efficiently and effectively measure and report the impact of their programs and services. This ensures that they have both a cost-effective product and well-planned implementation.

Boys & Girls Clubs of Columbus uses the KID Track database to ensure that the three pillars of programming (academic success, good character and citizenship, and healthy lifestyles) are being successfully implemented. Program staff members keep track of attendance, participation in activities, and parent involvement. They also record academic test scores, health care access status, and promotions to high school. Each youth’s assets are considered for directing structured activities that build upon strengths and address weaknesses.

+ create
jobs

WE ARE Y

ARE HUMAN SERVICES IMPORTANT?

+
boost
the
economy

+
generate
tax
revenue

+
social
impact

Human services benefit the community in ways that go well beyond the direct services that agencies provide. These include:

ECONOMIC IMPACT + COST SAVINGS + SOCIAL IMPACT + QUALITY OF LIFE

"Human service organizations play an important role in Central Ohio—providing vital services, employing local residents, and improving the quality of life. Human service organizations are a steady source of economic growth for our region, as well as a key partner in delivering public sector services."

—HUMAN SERVICE CHAMBER OF
FRANKLIN COUNTY

"More than 6,700 people supplied about 163,000 volunteer hours to assist LifeCare Alliance in serving older adults and individuals with a chronic illness and/or disability."

—LIFECARE ALLIANCE

ECONOMIC IMPACT

Human service agencies are an important part of the larger nonprofit sector. Recent research quantified the impact of nonprofits on the Franklin County economy.²⁷

CREATING JOBS AND BUSINESS ACTIVITY

The nonprofit sector represented 1 out of every 13 jobs, or 7.5% of all jobs, in Franklin County, according to the 2007 Economic Census.

51,916 paid employees worked at 1,166 nonprofit organizations, generating \$2.2 billion in payroll.

Nonprofit sales, shipments, revenue, and other business generated \$6 billion in business activity.

GENERATING TAX REVENUE

Employees of nonprofit organizations pay income and sales taxes. The payroll of the nonprofit sector generated \$48.5 million in income tax revenue and an estimated \$7.1 million in sales tax revenue.

LEVERAGING RESOURCES

Corporation for National and Community Services survey data indicate that the Columbus metropolitan area had 410,400 volunteers, who provided services with an annual economic value of \$1.2 billion. Many of these volunteers contributed their time to nonprofit human services organizations.

“The work we do saves not only lives but dollars. According to a recent independent cost benefit study funded by a grant from The Columbus Foundation, for every one dollar invested in adult treatment at Maryhaven, our community saves \$11 in healthcare and justice system costs alone.”

—ED GAYDOS, *Retired Senior Vice President, Limited Brands and Boardmember, Maryhaven*

COST SAVINGS

Human services not only benefit the economy, but also save costs in the long run. The social problems that are prevented or addressed by human service agencies—poverty, low educational attainment, unemployment, poor health, crime, and homeless—are extremely costly to the community and to all of us.

For every dollar spent on parent-centered early childhood education programs \$7.14 is saved. Because all participants in the **Godman Guild** Parent Partnership program achieved their performance benchmark, the total cost-savings is estimated to be \$610,000.²⁸

Central Community House collaborates with seven Columbus Settlement House Community Centers to connect 200 young adults with the Transit Arts program, which is considered a prevention program for juvenile delinquency. When one young adult is diverted from the justice system, the state saves approximately \$87,961.²⁹

For every \$20 designated to utility and rent assistance, \$100 is saved when families can stay in their homes rather than moving into an emergency shelter.³⁰

For a child spending one year in the foster care system, the cost is \$20,318. **Berea Children's Home and Family Services** reunited 80 children with their biological families through its Project Mentoring program, which saved a total of \$1,477,000 for the year.³¹

The cost of diabetes in Franklin County was \$894.4 million in 2007 and is approaching \$1 billion, due to treatments and side effects such as kidney failure, heart disease and stroke, blindness, and amputation of the lower extremities. The **Central Ohio Diabetes Association** detects and assists with disease management and thus avoid the substantial cost associated with undetected diabetes, because it serves everyone, regardless of whether or not they have health insurance.³²

“Aside from the immediate importance of providing a balanced meal, and sometimes the only meal for the day, for economically challenged children, Children’s Hunger Alliance has a long term positive economic impact on our society. The nutritious meals provided daily to over 400,000 children are helping fight the growing obesity epidemic in our state and country. In addition, they provide the daily sustenance needed so that these kids can learn in the classroom and grow to become successful contributors to society in the future. Both the short and long term impact that Children’s Hunger Alliance has on the community and society cannot be understated!”

—BRIAN GRAHAM, VP, International Finance, Battelle, and Treasurer, Children’s Hunger Alliance

SOCIAL IMPACT

The impact of human services is much greater than the sum of individual client outcomes. Moving an individual or family on the road to stability, self-sufficiency, and success has a positive impact on neighborhoods, the economy, and society as a whole.

Neil, a student at Fort Hayes High School, attends an after school program at **St. Stephen’s Community House** two days a week. Because of the opportunity for extra academic support at St. Stephen’s, Neil passed all sections of the Ohio Graduation Test. It is because of this success that one student, plus many more at St. Stephen’s, will be more prepared to enter college and/or the workforce. If Neil did not graduate from high school, he would have been more likely to need income support because of lack of job skills.

“Since 1972, Action for Children has been advocating for available, affordable quality child care and early learning experiences for children from infancy through school-age. I am proud of what our work has meant to the children and families in our community—strengthening today’s workforce in support of tomorrow’s.”

—RHONDA FRASS, President, Time Warner Cable, Immediate Past President, Action for Children

Central Community House used \$36,000 to provide 845 individuals with direct assistance, which prevented families from entering homeless shelters, foster care, or unemployment. After these immediate needs are taken care of, Central Community House offers services to improve long-term stability, such as financial literacy and job search assistance.³³

“There is always a ripple effect when one person is troubled. When a person in a system shows signs of mental illness—whether it is a family system, work system, or school system—the whole system is affected by unhealthy behavior. When one person is helped with emotional problems, every system the person belongs to is better off. My son who has schizophrenia is one of them and our whole family is grateful.”

—MARY JO SAVARESE, Progressive Medical, Inc. and Concord Counseling Services Board Member



“The environment in which businesses function and employees live and work is an important element of economic development. Ultimately a business must determine if the environment is right for its operations, and that may include the technology infrastructure, transportation and access to markets, the tax structure, and elements important to its workforce such as continued education and an overall quality of life.”

—Columbus2020, Advertising supplement to Columbus Business First, April 29, 2011

QUALITY OF LIFE

Human services impact quality of life at the individual, family, and community levels. They are a vital part of the community’s civic infrastructure, supporting economic development strategies, assuring that businesses have a job-ready workforce, and making Central Ohio a desirable place to live and work.

HUMAN SERVICES AS CIVIC INFRASTRUCTURE



CIVIC INFRASTRUCTURE THAT SUPPORTS PERSONAL INCOME GROWTH

Workforce development, education and training, financial literacy programs, credit counseling, Individual Training Accounts/Individual Savings Accounts, Earned Income Tax Credit assistance



CIVIC INFRASTRUCTURE THAT SUPPORTS EMPLOYMENT STABILITY

Child care, health care, food, housing, transportation, and related programs that help lower-income workers get and keep a job



CIVIC INFRASTRUCTURE THAT MAKES CENTRAL OHIO AN ATTRACTIVE BUSINESS LOCATION

Civic amenities (arts, culture, recreation), community and neighborhood improvement programs

WHAT IF THERE WERE NO HUMAN SERVICES?

"Homeport provides quality, affordable homes, together other programs that a family needs to be successful. Without Homeport, more families would be homeless."

—**BRUCE LUECKE**, Vice President,
Nationwide Mutual Insurance Company,
and Board Member, Homeport

"Goodwill's programs offer jobs and income opportunities for many individuals with disabilities who might not otherwise have the chance to earn a wage and move towards economic self-sufficiency."

—**JANE ABELL**, Chair, Donatos Pizzeria, LLC
and Boardmember Goodwill Columbus

"If Netcare did not exist, many individuals would succumb to the streets, become incarcerated or homeless, or possibly become a fatality, for lack of proper assessment, care and linkage."

—**KING STUMPP**, President & CEO,
Netcare Corporation

1 OUT OF EVERY 5 FRANKLIN COUNTY RESIDENTS IS POOR, INCLUDING:³⁴

1:2 UNEMPLOYED PERSONS



1:3 BLACK / AFRICAN AMERICAN AND HISPANIC / LATINO PERSONS



1:4 CHILDREN UNDER 18



1:7 FAMILIES



1:12 PEOPLE AGE 65 AND OVER

1:12 EMPLOYED PERSONS



A COMMUNITY WITHOUT HUMAN SERVICES

We take for granted that human services will be there when they are needed. Despite increasing demand, despite shrinking resources, somehow agencies will continue to make sure that they are there for our most vulnerable populations.

BUT WHAT WOULD A COMMUNITY WITHOUT HUMAN SERVICES LOOK LIKE?

Pre-schoolers without a safe place to stay

Students who fail in school

Adults unable to work

Families without food and shelter

People in a crisis without treatment

Troubled teens with nowhere to go

Seniors confined to their homes

People unable to manage chronic disease

Neighborhoods without cultural and social activities

Residents of our community without resources and support to overcome illness, unemployment, poverty, homelessness, dependency, isolation

This scenario is already a reality for too many Franklin County residents, as demand for services outpaces resources. Human service agencies report that state and local government budget cuts will result in reduced services, increased waiting lists, and/or closed programs.

IF YOU OR SOMEONE YOU KNOW LOST THEIR JOB, FACED FORECLOSURE, OR HAD HEALTH PROBLEMS AND NO INSURANCE, WHERE WOULD YOU GO?

WHO WOULD BE THERE TO HELP?

IS THIS THE FUTURE WE ENVISION FOR FRANKLIN COUNTY?

OUR VISION

HOW COMMUNITIES FUND HUMAN SERVICES

Communities in Ohio and across the country use a variety of funding sources to support a strong human services system. Examples include:^c

- COUNTY PROPERTY TAX ALLOCATED FOR HUMAN SERVICES
- COUNTY SALES TAX ALLOCATED FOR HUMAN SERVICES
- ENDOWMENT FUND
- FEDERAL FUNDS, SUCH AS COMMUNITY DEVELOPMENT BLOCK GRANT, EMERGENCY SHELTER GRANT, TITLE XX
- GENERAL REVENUE FUNDS (CITY AND COUNTY)
- HOTEL/MOTEL TAX
- HUMAN SERVICES LEVY
- MULTI-JURISDICTIONAL (COUNTY AND CITIES) HUMAN SERVICES FUND WITH MULTIPLE FUNDING SOURCES
- UNITED WAY AND FOUNDATIONS
- VOLUNTARY \$1 UTILITY BILL DONATION FOR HUMAN SERVICES

A THRIVING COMMUNITY WITH OPPORTUNITY FOR ALL

WHAT COMMUNITY LEADERS CAN DO

Put people first. Understand the needs in our community and make investments commensurate with documented needs. Where possible, create dedicated public revenue streams to provide stability for human service agencies that address the needs of vulnerable residents.

Promote growth through equity. Assure that all residents have the opportunity to participate in local and regional growth and prosperity. Provide human services leadership with a seat at the table when major policies and initiatives are advanced in our community, in order to make the linkage between community growth and equity.

Enhance workforce stability and skills. Advocate for programs and services that help lower-income workers meet their basic needs and get and keep a job. Support programs that provide a continuum of education, job placement and retention, and career advancement services for a wide range of job seekers and workers.

Focus on results and invest in what works. Preserve state and local funding for programs and services that provide positive outcomes for children, families, and seniors in our community. Build a transparent, data-driven system that focuses on the best interests of the community and clients and that can respond to changing demographics and changing needs.

Articulate the value proposition. Our community is a model for many other cities across the United States. Our response to homelessness has been benchmarked. We are home to the best research university in the country. One of the preeminent fashion retailers has roots right here in the capital city. All of these required strong leadership to make them what they are today. We need that same world-class leadership to articulate the value proposition of a strong and effective human services sector.

A WISE INVESTMENT

Ultimately, funding human services is a wise investment, with the following advantages for funders and the community:

Providing a lifeline for the most disadvantaged residents

Mitigating or preventing much larger immediate or long-term costs to address social problems

Enhancing quality of life and economic competitiveness for individuals, families, businesses, and the community

NOTES

a.

Except where otherwise noted, numbers of persons served were provided by the Human Service Chamber from a member survey of services provided in 2009. The method of counting total persons or families served varies, depending on the type of program. Some report duplicated numbers (clients are counted each time they receive a service, such as food from a food pantry), while others report unduplicated numbers (the number of unique children enrolled in a child care program). Some client numbers may include persons served from outside of Franklin County.

b.

Population, new immigrant, and poverty increases are for 2000 and 2010 (Source: U.S. Census); Increase in unemployed persons is for the periods December 2000 and December 2010 (Source: Ohio Labor Market Information).

c.

The examples of human services funding sources are from research conducted by Community Research Partners in 2010.

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HUMAN SERVICE CHAMBER OF FRANKLIN COUNTY MEMBER ORGANIZATIONS

- Action for Children
- AIDS Resource Center Ohio
- Alvis House
- Alzheimer's Association
- Amethyst, Inc.
- Berea Children's Home and Family Services of Central Ohio
- Big Brothers Big Sisters of Central Ohio
- Boys and Girls Clubs of Columbus
- Boy Scouts of America, Simon Kenton Council
- Buckeye Ranch
- CASA of Franklin County
- Catholic Social Services
- The Center for Healthy Families
- Central Community House
- Central Ohio Diabetes Association
- Children's Hunger Alliance
- CHOICES
- City Year Columbus
- Clintonville-Beechwood Community Resources Center
- Columbus Area, Inc.
- Columbus Early Learning Centers
- Columbus Housing Partnership
- Columbus Literacy Council
- Columbus Speech & Hearing Center
- Columbus Urban League
- Communities in Schools of Central Ohio
- Community for New Direction
- Community Mediation Services of Central Ohio
- Community Properties Impact Corporation
- Community Research Partners
- CompDrug
- Concord Counseling Services
- COVA (Center for Vocational Alternatives for Mental Health, Inc.)
- Directions for Youth and Families
- Down Syndrome Association of Central Ohio
- Dublin Counseling Center
- Easter Seals Central and Southeast Ohio
- Enterpriseworks, Inc.
- Furniture Bank of Central Ohio
- Girl Scouts of Ohio's Heartland Council
- Gladden Community House
- Godman Guild Association
- Goodwill Columbus
- Habitat for Humanity—Greater Columbus
- HandsOn Central Ohio
- Homeless Families Foundation
- House of Hope Central Ohio
- Huckleberry House
- IMPACT Community Action
- Jewish Family Services
- Jireh Services
- LeaderSpark
- Legal Aid Society of Columbus
- LifeCare Alliance
- Lutheran Social Services of Central Ohio
- Maryhaven
- Mental Health America of Franklin County
- Mid-Ohio Foodbank
- NAMI Franklin County
- Netcare Corporation
- Northwest Counseling Services
- Physician Free Clinic
- Project Linden, Inc.
- Rebuilding Together Central Ohio
- Rosemont Center, Inc.
- Southside Learning & Development Center
- St. Vincent Family Center
- Starr Columbus Hannah Neil Center
- Vision & Vocational Services
- VOICEcorps Reading Service
- YMCA of Central Ohio
- Youth Advocate Services
- YWCA of Columbus

Thank
you!



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